

Question of Interest

1. Should Watkins be allocating funding toward staffing more nurses for the triage, or more doctors?

2. Were the students satisfied with:

a. Wait time

b. Nursing staff's ability to adequately treat patients

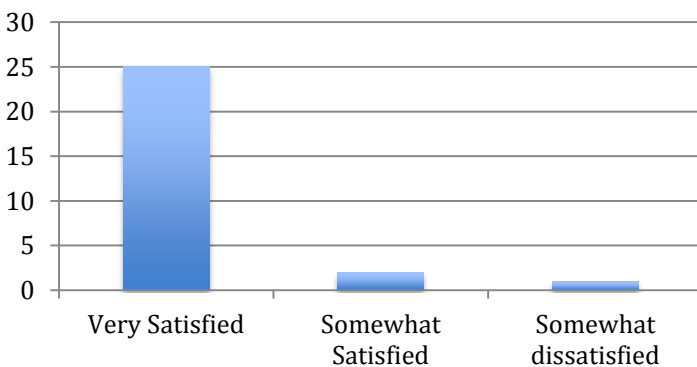
Data Highlights

89% of students were satisfied with overall experience when visiting the nursing triage.

96% of students were seen within 20 minutes or less of arriving at the nursing triage.

Dissatisfaction was increased when the wait time was more than 20 minutes.

Frequency of Satisfaction Responses



Methods: Survey was distributed after an appointment at the nursing triage. (N = 28)

Demographics: Students who had just been seen at the nursing triage.

Suggested Action Steps as a Result of Assessment: Based on high participant overall satisfaction, Watkins should either maintain status quo or allocate funds towards the hiring of one or two more nurses.